

FIG. 1

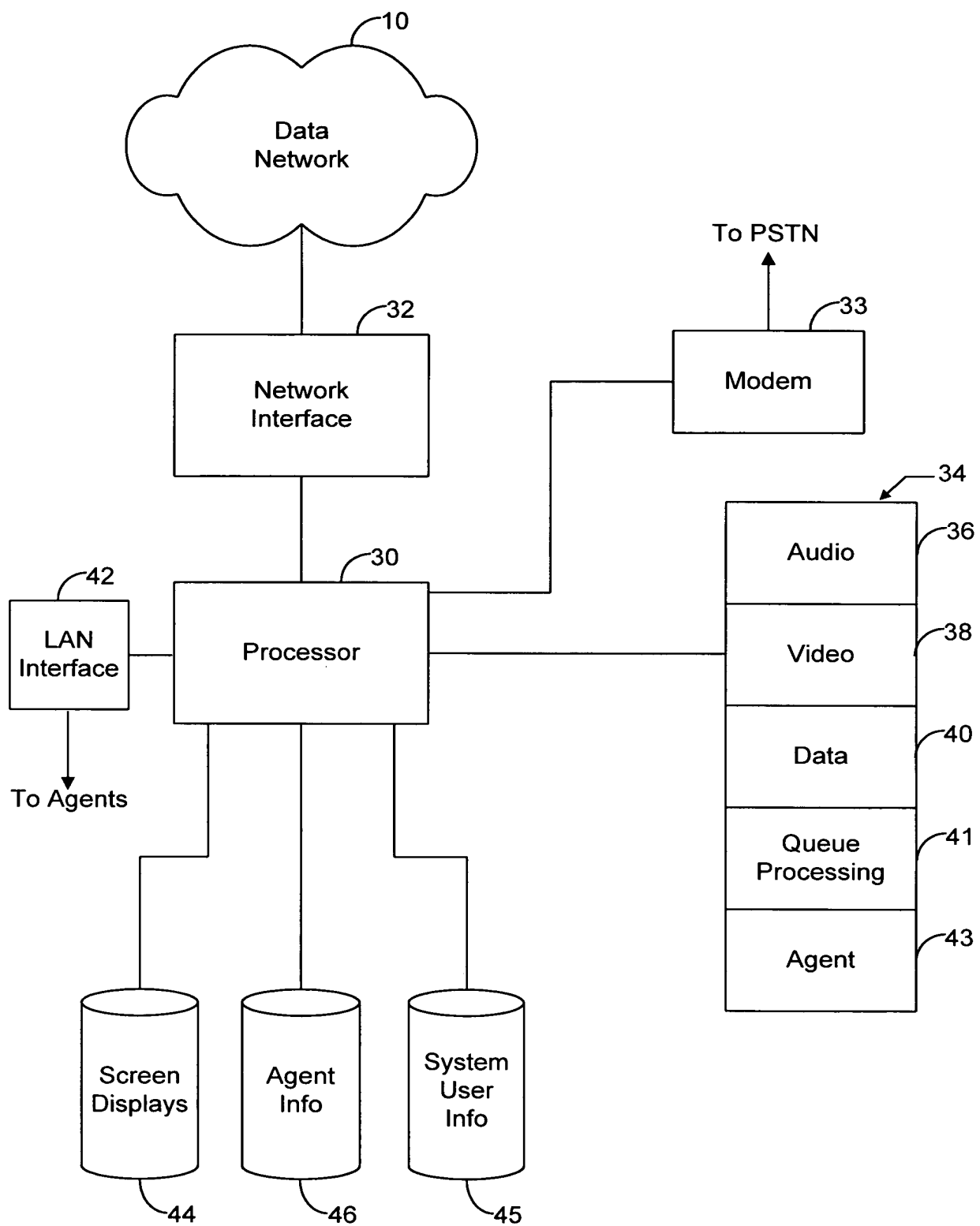


FIG. 2

WELCOME TO ACNE PRODUCTS

If you wish to contact an agent, please provide the following name:

50

Account Number

52

52

Enter Cancel

54

49

FIG. 3

FIG. 4 is a block diagram of a user interface for selecting a connection type. The interface includes a title bar 56, a prompt 58, and three selectable options 60, 62, and 64. The options are IP Telephony, Video, and Data.

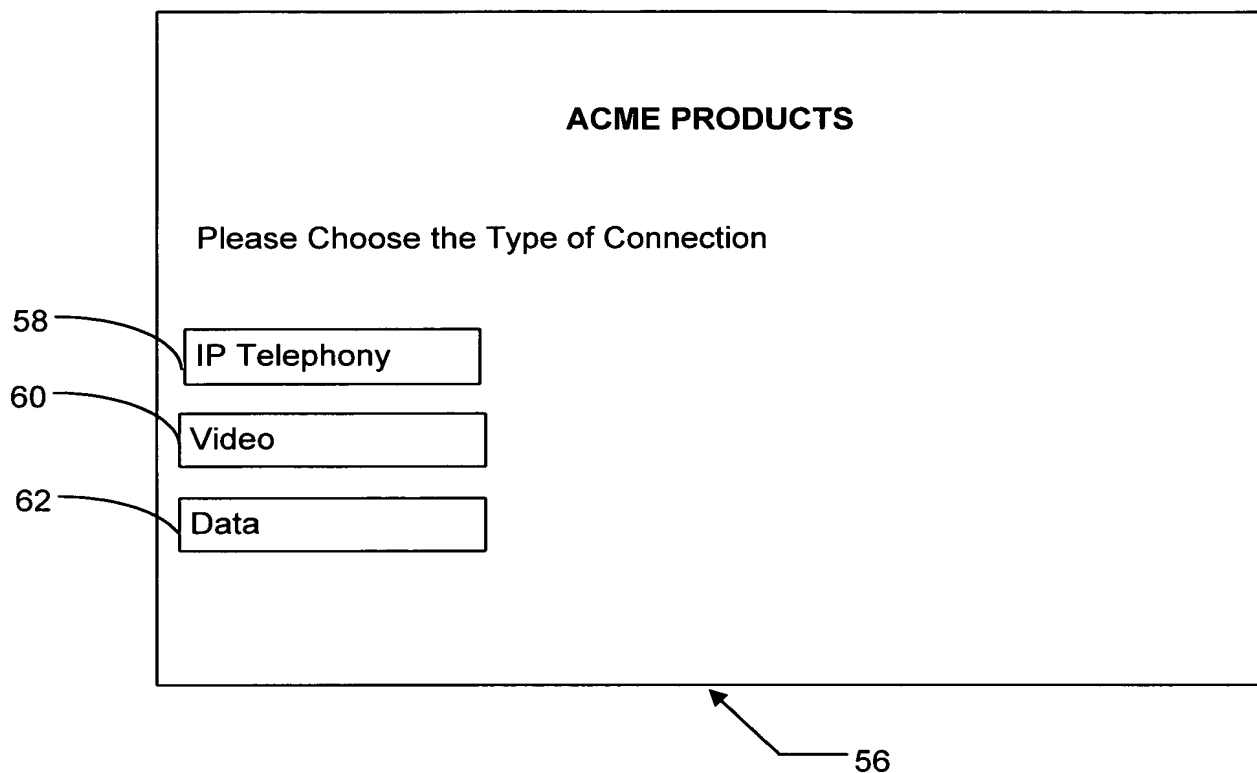


FIG. 4

51

Name

53

Phone Number

55

59

E-Mail Address

57

Call Back Date

61

Video Conferencing Address

Call Back Time

63

Data Conferencing Address

Enter

Cancel

Detailed description: The diagram shows a rectangular frame containing a form. At the top is a long horizontal input field labeled '51'. Below it is the label 'Name' followed by another long horizontal input field labeled '53'. Under 'Name' is the label 'Phone Number' followed by a horizontal input field labeled '55'. To the right of the 'Phone Number' field is a horizontal input field labeled '59'. Below the 'Phone Number' field is the label 'E-Mail Address' followed by a horizontal input field labeled '57'. To the right of the 'E-Mail Address' field is a horizontal input field labeled '61' with the label 'Call Back Date' above it. Below the 'E-Mail Address' field is the label 'Video Conferencing Address' followed by a horizontal input field labeled '63'. To the right of the 'Video Conferencing Address' field is the label 'Call Back Time'. At the bottom of the form are two buttons: 'Enter' on the left and 'Cancel' on the right.

FIG. 5

CUSTOMER SCREEN

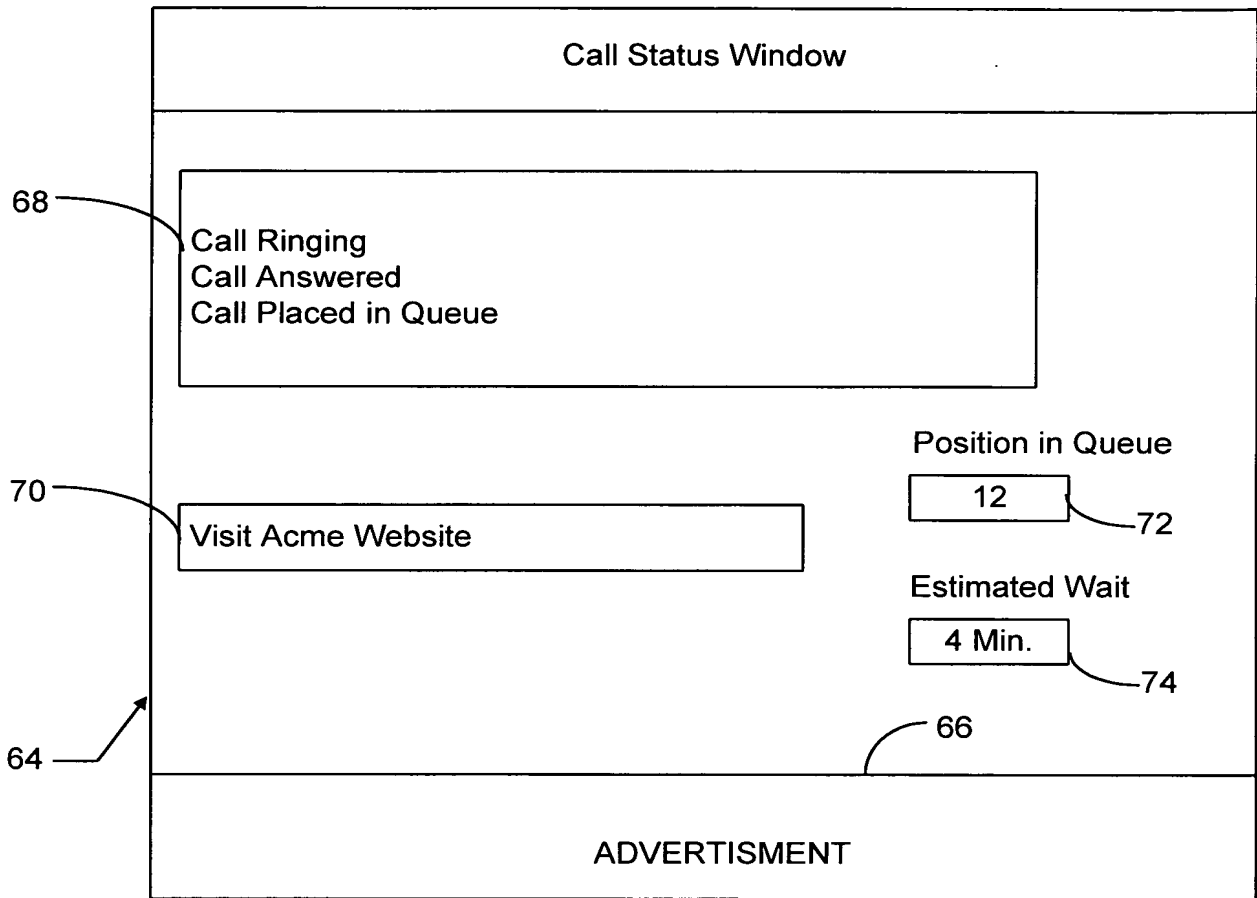


FIG. 6

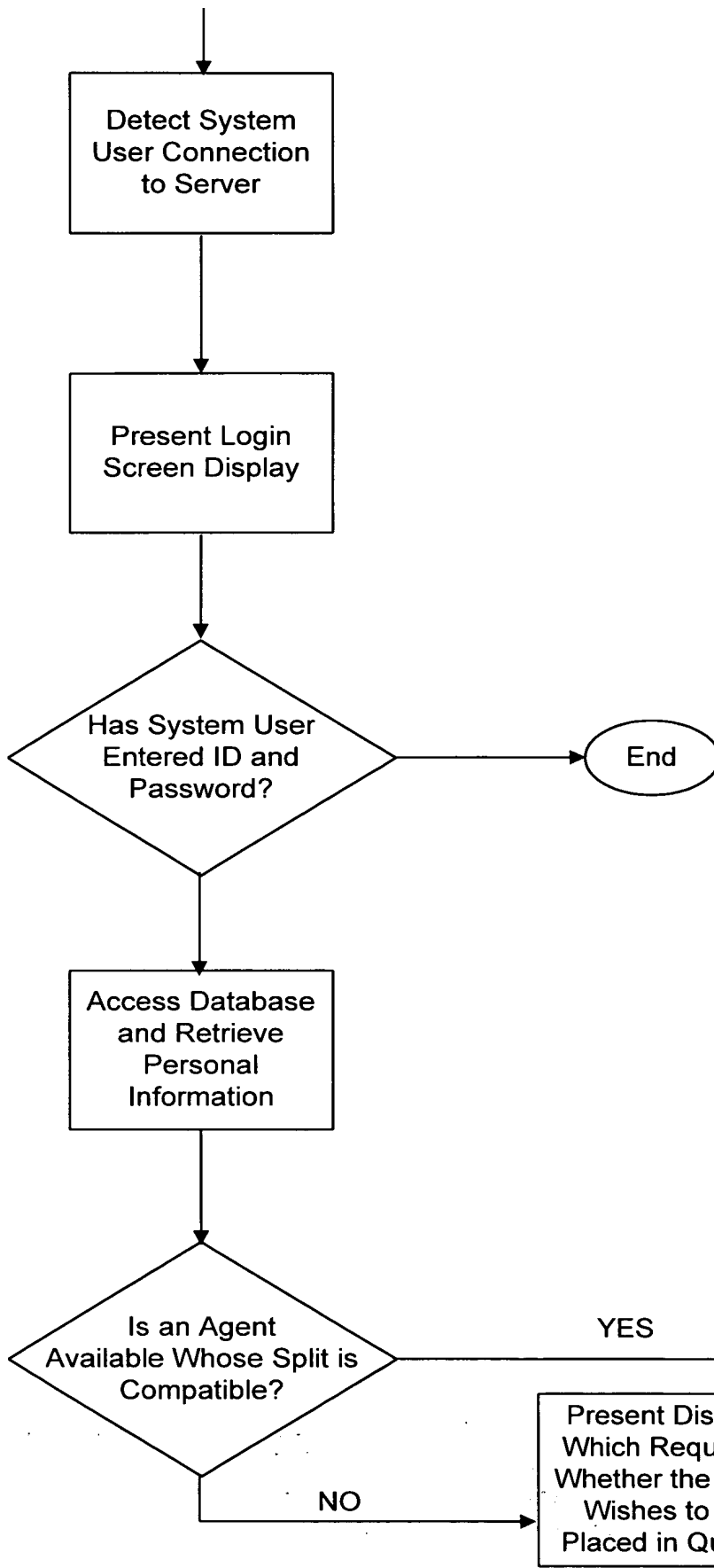
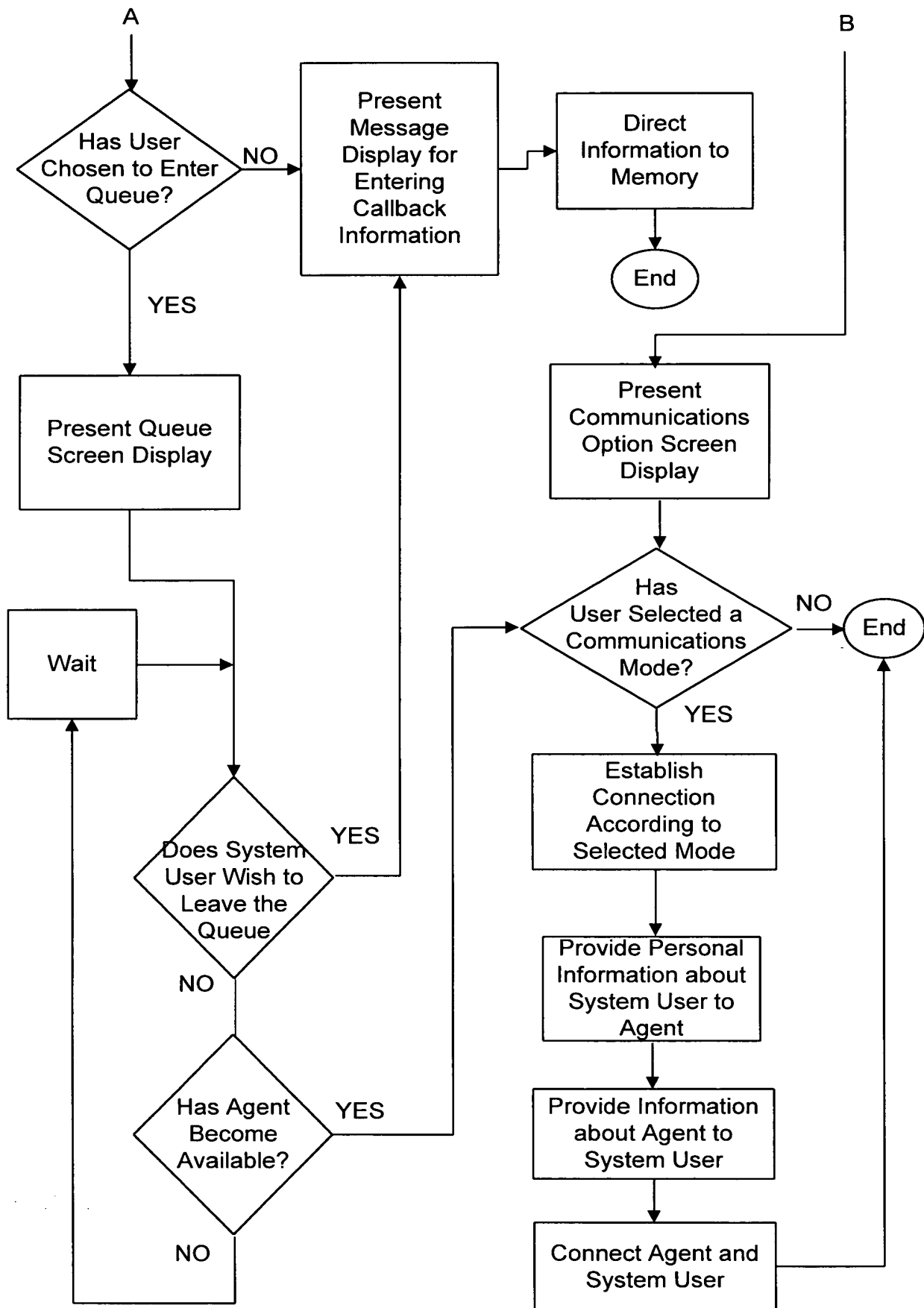


FIG. 7



AGENT WINDOW

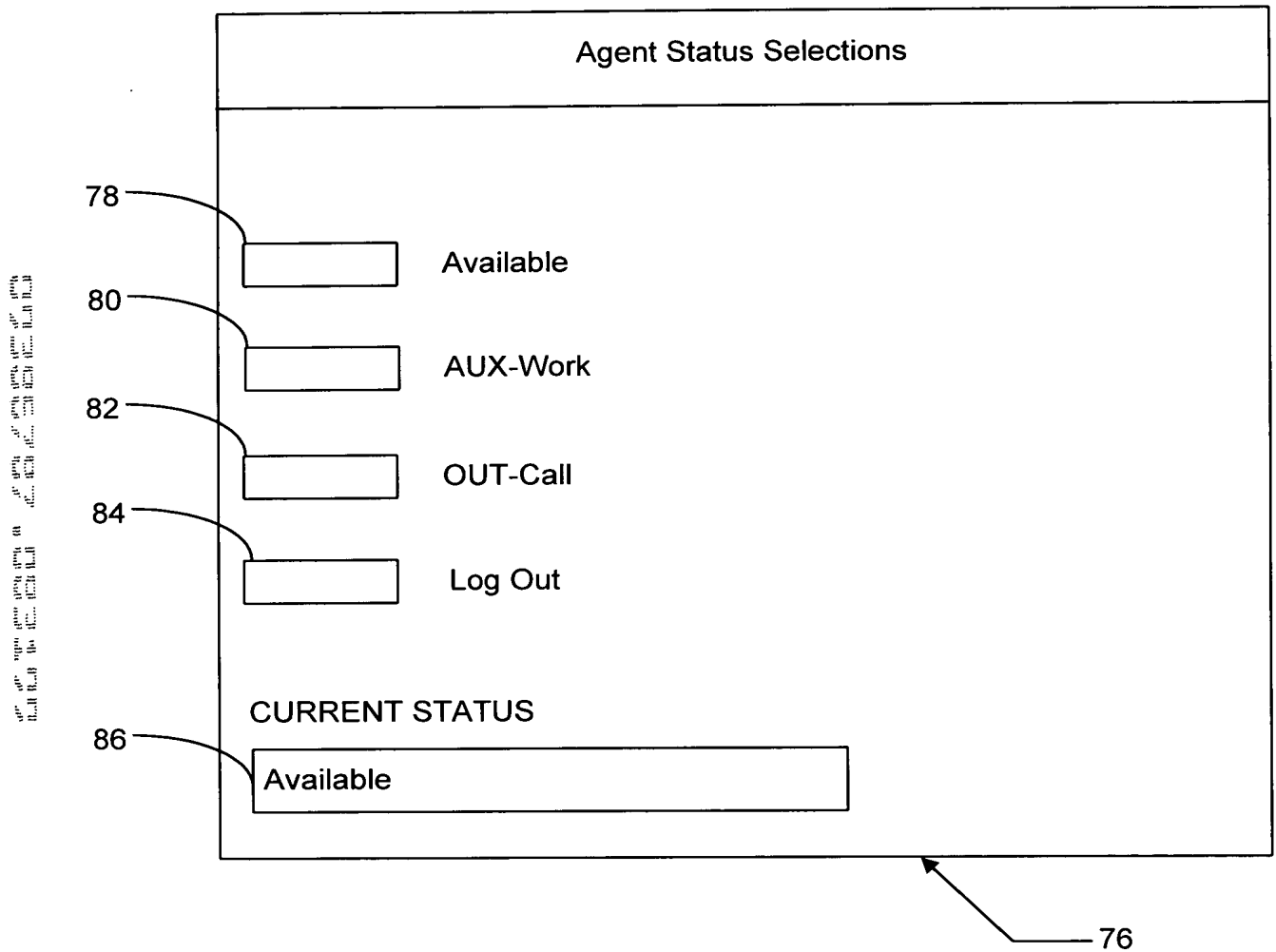


FIG. 8

SUPERVISOR WINDOW

The diagram illustrates a 'SUPERVISOR WINDOW' interface. It features a main container labeled '90' which houses an 'Agent Profile' section. This section is divided into three input fields: 'Name' (labeled '92'), 'Current Profile' (labeled '94'), and 'Statistics' (labeled '96'). At the bottom right of the 'Agent Profile' section is an 'Edit Profile' button (labeled '98').

92 Name

94 Current Profile

96 Statistics

98 Edit Profile

90

FIG. 9

Name	I.P. Address
John Smith	521.362.116
Jane Smith	466.566.366
Bob Jones	987.654.321
Mary Martin	842.636.721

Enter

Cancel

FIG. 10